



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Administrative Officer
(Non-Bargaining)

PCN: 107020

DEPARTMENT/Location: Medical Support Services, West Center **P. R.:** N17

REPORTS TO: Social Program Administrator II

RESPONSIBILITIES: Answers and clarifies Medicaid, Food Assistance, Ohio Works First, Disability Financial Assistance, Prevention, Retention, and Contingency, and SSI Advocacy policy questions to ensure all public assistance regulations are applied correctly. Investigates customer concerns and/or complaints and responds in writing, by telephone, or in person. Works with Medical Support Services' Supervisors to ensure concerns and complaints are resolved in a timely and professional manner. Consults with community and governmental agencies to establish and maintain positive working relationship. Presents information and explanations of program requirements, operations, goals, and objectives to community groups and organizations. Directly supervises reception scheduled appointment room. Assumes management of Medical Support Services area in absence of Center Director. Performs supervisory tasks, including assigning and reviewing work to ensure timeliness and accuracy. Identifies operational problems and makes recommendations for corrective action. Ensures compliance with Federal and State laws, regulations, rules, and policies, and procedures. Addresses personnel issues and assists Supervisors with corrective action plans and progressive discipline. Consults with Center Director to establish formalized interagency linkages organizations that serve mutual clients, including providers of social and supportive services, employment, education, training, and work experience. Evaluates statistical data from daily, monthly, quarterly and annual reports relative to Medical Support Services and Agency operations. Reviews and evaluates staffing levels and workloads. Tracks client escalation for walk-ins and scheduled appointments so services are provided timely. Tracks application and reapplication delinquencies and devises way to reduce and/or eliminate. Conducts meetings with supervisors and provides policy updates and training to improve performance. Monitors and approves timesheets. Evaluates report data relating to individual and unit performance measures.

MINIMUM QUALIFICATIONS: Bachelor's degree in business or related field with three year of office administration or related experience; or any equivalent combination of training and experience.

STARTING SALARY: \$26.14 per hour, 180 day probationary period
Plus a Comprehensive Benefits Package

DATE POSTED: Thursday, March 13, 2014

DEADLINE TO APPLY: Thursday, March 27, 2014

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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